

**NORTHUMBERLAND TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS MEETING**

**Meeting Date:** 25 March 2015

**Title and Author of Paper:** National Staff Survey Results  
Christopher Rowlands Equality and Diversity Advisor

**Paper for Debate, Decision or Information: Information**

**Key Points to Note:**

The Top Ranking Scores are

- KF28. Percentage of staff experiencing discrimination at work in last 12 months
- KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
- KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell
- KF3. Work pressure felt by staff
- KF11. Percentage of staff suffering work-related stress in last 12 months

There are five Key Findings for which the Trust compares least favourably with other mental health/learning disability trusts in England. It is suggested (by Picker) that these areas might be seen as a starting point for local action to improve as an employer. KF16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

- KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months
- KF25. Staff motivation at work
- KF7. Percentage of staff appraised in last 12 months
- KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

It should however be noted that the response rate for the sample survey was 38% compared to the 'all staff' 55.7%, it is therefore proposed that the majority of the actions are based on the findings of the report presented to February's Board Meeting.

**N.B This report contains an attached presentation which includes a lot of detail and should only be read or referred to if the reader requires further information.**

**Outcome required:**

To note for information

## **NHS Staff Survey 2014**

### **1 Response Rate**

This report presents the findings of the 2014 national NHS staff survey. 302 staff at the Trust took part in this survey. This is a response rate of 38%, which is below average for mental health/learning disability trusts in England, and compares with a response rate of 49% in this trust in the 2013 survey. It should however be noted that the response rate for the census approach that ran concurrently was 55.7%, 0.2% off the best response rate for Mental Health Trusts. The difference may be explained by the difference in response methods, the NHS Sample Survey could only be completed by post. As discussed at the recent CDT Development Session this is a learning point where we need to ensure our database of workplace addresses is accurate and/or we consider an electronic return. Experience suggests that the response rate for the electronic means increased markedly at the time of reminders and that the means of monitoring those returns for future surveys would allow us to concentrate activities to promote take-up with greater precision.

### **2 Top and Bottom Ranking Scores (pages 6 & 7 main report)**

Picker in presenting the findings highlight the five key findings for which the Trust compares most favourably with other mental health/learning disability trusts in England.

The Top Ranking Scores are:

- KF28. Percentage of staff experiencing discrimination at work in last 12 months
- KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
- KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell
- KF3. Work pressure felt by staff
- KF11. Percentage of staff suffering work-related stress in last 12 months

An important point to note however, is whilst we may be performing better than the national average, what if the average is not very good? For example, the national average for percentage of staff suffering work-related stress in the last 12 months is 42% - our Trust is better, but the result is still of concern at 35%.

The Bottom Ranking Scores are:

- KF16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months
- KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months
- KF25. Staff motivation at work
- KF7. Percentage of staff appraised in last 12 months
- KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

Again a note of caution needs to be applied into reading too much into these results, this can be shown by reference to the result for KF25 staff motivation at work. On a scale of 1-5, where 1 is not enthusiastic about work and 5 is enthusiastic, the Trust scores 3.83 against a national average of 3.84. With a low response rate for the sample survey it would be dangerous to read too much into this result.

### 3 Summary of Key Findings

#### Staff Pledge 1: To provide all staff with clear roles, responsibilities and rewarding jobs.

Positive findings:

- KF1. % feeling satisfied with the quality of work and patient care they are able to deliver
- KF3. Work pressure felt by staff
- KF4. Effective team working
- KF5. % working extra hours

Average:

- KF2. % agreeing that their role makes a difference to patients

#### Staff Pledge 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential

Positive finding:

- KF9. Support from immediate managers

Average findings:

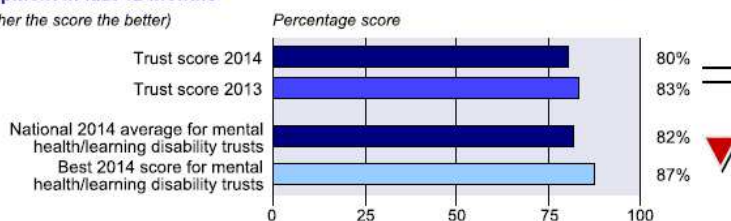
- KF7. % appraised in last 12 months
- KF8. % having well-structured appraisals in last 12 months

Negative finding:

- KF6. % receiving job-relevant training, learning or development in last 12 months

#### KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



**Staff Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety.**

Positive findings:

- KF10. % receiving health and safety training in last 12 months
- KF11. % suffering work-related stress in last 12 months
- KF13. % reporting errors, near misses or incidents witnessed in the last month
- KF14. Fairness and effectiveness of incident reporting procedures
- KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice
- KF17. % experiencing physical violence from staff in last 12 months
- KF19. % experiencing harassment, bullying or abuse from staff in last 12 months
- KF20. % feeling pressure in last 3 mths to attend work when feeling unwell

Average findings:

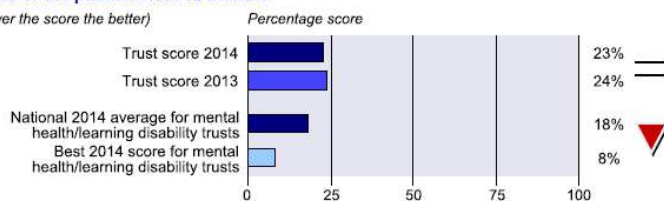
- KF12. % witnessing potentially harmful errors, near misses or incidents in last month
- KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

Negative finding:

- KF16. % experiencing physical violence from patients, relatives or the public in last 12 months

**KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months**

*(the lower the score the better)*



**Staff Pledge 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.**

Positive finding:

- KF21. % reporting good communication between senior management and staff

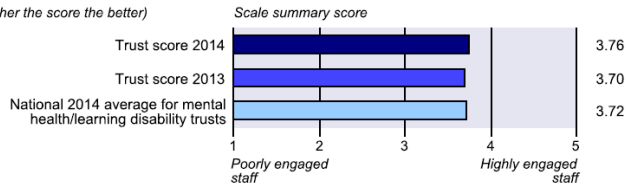
Average finding:

- KF22. % able to contribute towards improvements at work

## Staff Engagement

### OVERALL STAFF ENGAGEMENT

(the higher the score the better)



Remains stable compared to 2013 and is rated by Picker in 2014 as better than average.

### Bottom Ranking Scores by Staff Grouping

KF16. % experiencing physical violence from patients, relatives or the public in last 12 months, not surprisingly mental health and other registered nurses experienced the greatest degree of experience of this, Occupational Therapists had no recorded experience.

KF6. % receiving job-relevant training, learning or development in last 12 months, Nursing/Healthcare Assistants experienced the least amount relevant training in the last 12 months, and Occupational Therapists this most.

KF25. Staff motivation at work, Nursing/Healthcare Assistants experienced the least motivation and Occupational Therapists the most.

KF7. % appraised in last 12 months. Other Registered Nurses at 76% received the lowest score, whilst Occupational Therapists who completed the survey all stated that they had received an appraisal in the last twelve months.

KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months, was highest for Healthcare Assistants and lowest for Maintenance/Ancillary Staff.

The low response rate should add a note of caution not to read too much into these figures.

### Next Steps

- Reflect on our experiences of the methodology – is there anything that we should do differently in future? Is there merit in approaching other survey providers?
- With the low response rate it is recommended that actions resulting from the survey are based upon findings from the Census rather than the Sample.
- Results for Operational Directorates are being presented and discussed at Suitability of Staffing Groups and action plans are in the process of being developed.

- The Staff Survey Working Group has concluded that work Trustwide needs to concentrate on the issues that appear to be slow to improve or 'stuck' based on trends from the last five years.
- Further analysis of the free text themes to be compared against those gained from Speak Easy and other sources – e.g. Chatterbox
- Staff Survey themes to be explored in the next round of Speak Easy
- Communication about the survey results and engagement with staff on the appropriateness of actions proposed will be vital to ensure the value and worth of the survey and to generate support to complete the survey again in Autumn 2015.

**Christopher Rowlands**  
**March 2015**